Effective Communication & Team Work

October 2014

Agenda

- Introduction

- Effective Communication & Teamwork

    - Communication Process

    - Communication Types

    - Communication Barriers

    - Meetings & Etiquette

    - Communication & Teamwork

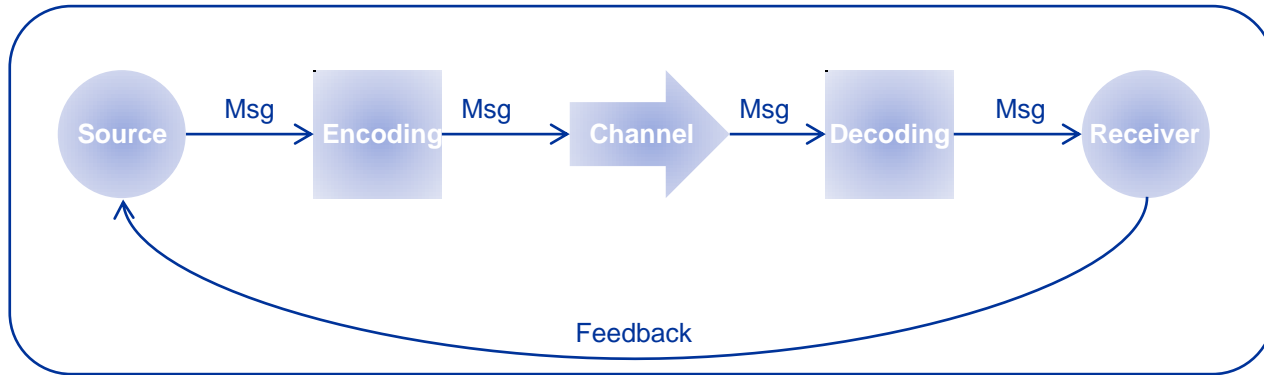   - Team Performance

- Summary & Questions

Communication Process

" **Communication** is the exchange of thoughts, messages, or information, as by speech, visuals, signals, writing, or behaviour"

(Wikipedia)

Communication Process

Source	• person relaying the message
Message	• information you want to communicate
Encoding	• process of transferring the information
Channel	• how the message is conveyed, verbal/non verbal
Decoding	• reading/listening carefully
Receiver	• your audience
Feedback	• reaction to the message

Communication Types

Verbal

- Oral - message is transmitted verbally, by word of mouth

- Written – message is influenced by the vocabulary & grammar used, writing style, precision and clarity of the language used

Non Verbal

- Appearance – clothing, hairstyle, neatness (Person). Room size, lighting, decorations, furnishings (Surroundings)

- Body Language – facial expressions, gestures, postures

- Sounds – Voice Tone, Volume, Speech rate

Communication Types

The 7 C's of Effective Communication

Completeness	• Convey all the facts required by the audience
Conciseness	• Underline and highlight the main message while avoiding jargon
Consideration	• Take the audience into consideration, background, level, requirements
Clarity	• Clear message using exact, appropriate and concrete words
Concreteness	• Be precise, clear, support with facts & figures
Courtesy	• Consider both viewpoints, show respect, not biased
Correctness	• Exact, correct, well-timed, use the correct language

Communication Types

"There are known knowns; there are things we know that we know.

There are known unknowns; that is to say there are things that, we now know we don't know.

But there are also unknown unknowns – there are things we do not know, we don't know."

(Donald Rumsfeld - Feb 2002, US Secretary of Defence)

Communication Types

Communication Style	Verbal		Non Verbal		
	Oral	Written	Appearance	Body Language	Sounds
Face to Face	✓	✓	✓	✓	✓
Telephone	✓				✓
Video Conference	✓		✓	✓	✓
Email		✓			
Reports		✓			
Presentations	✓	✓	✓	✓	✓
Instant Message		✓			
Live Meeting/Web Ex	✓	✓			
Forum Boards		✓			

Communication Barriers

- Overly Complex Messages

- Withholding Information

- Incorrect information

- Lack of Trust

- Surroundings

- Personality Types

- Body language & Rapport

Meetings & Etiquette

Checklist for a successful meeting

- ☑ Check attendees availability (time-zones)

- ☑ Book room or conference facilities

- ☑ Clarify Objectives

- ☑ Send out an agenda with the meeting invite

- ☑ Open the call early

- ☑ Get your points across clearly. Keep on track

- ☑ Ask questions

- ☑ Summarise actions

- ☑ Determine if follow up meeting is required

- ☑ Close Call

- ☑ Email out minutes and actions

Meetings & Etiquette

Conference Call Etiquette

- ☑ Be on time

- ☑ Introduce yourself

- ☑ Advise if you need to drop off the call early

- ☑ Mute your phone, but not everyone's

- ☑ Pay attention

- ☒ Don't eat and drink

- ☒ Don't talk over people

- ☑ Allow for breaks on long calls

- ☑ Be aware of time-zones

Meetings & Etiquette

Don't ....

- ❌ Arrive late

- ❌ Use inappropriate body language – slouching, rolling eyes, avoiding eye contact

- ❌ Leave abruptly without prior warning

- ❌ Talk over the top of people

- ❌ Be overly aggressive – interrogating, criticising, blaming, shaming

- ❌ Use excessive jargon

- ❌ Ignore poor personal care

- ❌ Sit on the sidelines, be reluctant to engage

- ❌ Ignore time zones, cultural differences and consideration of others

Meetings & Etiquette

Email Etiquette

- Do:

  - ☑ Consider your audience (To;CC;BCC) only include those who need to receive your message

  - ☑ Use a meaningful Subject header

  - ☑ Be clear and concise

  - ☑ Use proper structure & layout

  - ☑ Include important information near the beginning of the email

  - ☑ Answer all questions, and pre-empt further questions

  - ☑ Use templates for frequently used responses

  - ☑ Answer emails swiftly

  - ☑ Use appropriate grammar and spelling

  - ☑ Summarise the content and the end (where appropriate)

  - ☑ Read the email before you send it

Meetings & Etiquette

Email Etiquette

- Don't:

  - ☒ Send to everyone when not necessary

  - ☒ Overuse the Reply All option

  - ☒ Use jargon or overly complex terms

  - ☒ Write a long winded story.... no one will read it!

  - ☒ Send confidential information to external email addresses, even your own.

  - ☒ Attach unnecessary files, especially large files

  - ☒ Write in CAPTIALS

  - ☒ Send or forward emails containing libellous, defamatory, offensive, racist or obscene remarks

Meetings & Etiquette

Social Media Etiquette

- ☑ Target appropriate audience

- ☑ Only include relevant content

- ☑ Is the most appropriate means of communicating the message

- ☑ Ensure message is not vague and that enough information is included (Twitter)

- ☑ Am I using too many abbreviations/txt speak?

- ☑ Spell check!

- ☑ Don't use emoticons/emojis

Being misinterpreted……

Mail Online

Tuesday, Sep 2nd

Home | **News** | U.S. | Sport | TV&Showbiz | Australia | Femail | Health | Science | Money | Vid
News Home | Arts | Headlines | Pictures | Most read | News Board | Wires

'I'm going to destroy America and dig up Marilyn Monroe': British pair arrested in U.S. on terror charges over Twitter jokes

By RICHARD HARTLEY-PARKINSON
UPDATED: 13:08 GMT, 31 January 2012

T-Mobile

Tweets

Leigh V-B
@LeighBryan

@MelissaxWalton free this week for a quick gossip/prep before I go and destroy America? x

16/01/2012 12:25 via UberSocial for BlackBerry

© SWNS.COM

BROWN DEER (WITI) — Brown Deer Middle and High Schools were placed under lockdown on Thursday afternoon, May 1st.

Brown Deer School District Superintendent Deb Kerr says the lockdown was a precaution — after a posting was discovered on Facebook that caused concern.

The post, which was discovered around 1:15 p.m., contained prayers and thoughts for an alleged shooting that had already taken place at the school.

As a result of the investigation, it was determined that the information posted was misinterpreted by the social media poster. There was never a threat made towards any school or regarding any shooting.

The lockdown lasted approximately one hour in order to conduct this investigation.

Afterwards the school resumed normal activities without incident.

LIKE US ON FACEBOOK

Misinterpreted Tweet Pushes Up Price of Oil

11 months ago

Oct. 10 **#YomKippur73**: Israel Air Force bombards airports in Syria to prevent Soviet weapons reaching the Syrian Army **http://t.co/tKnMzYjgFF**

— IDF (@IDFSpokesperson) **October 10, 2013**

Effective Communication & Teamwork

Communication & Remote teams

- Challenges

    - Time zones

    - Language Barriers

    - Cultural differences

    - Misinterpretation

    - Isolation

- Solutions

    - Establish a routine

    - Allow for personal preferences (timings)

    - Encourage the team to communication in most effective and comfortable way for them

    - Encourage openness, build a rapport

    - Be aware of the language used and its possible interpretations

Communication & Teamwork

Cultural Differences

	Germany	Japan	Turkey	India	Thailand	Italy
Formal Greetings	Introduce yourself by your last name only	Soft hand shake and a slight bow is polite	Shake hands with everyone when meeting and leaving	Men shake hands with men but not normally with women (not always true)	Last names are only used for very formal occasions	Use last names and titles unless invited to use first names
Eye contact		Staring is considered rude	Avoid eye contact to display humility			Good eye contact shows you are not hiding anything
Saying "no"		"This could be very difficult" or "maybe"		"I will try"		
Gestures	The "okay" sign is considered rude	Never beckon with your forefinger	Never point the sole of your foot towards a person	Never point with one or two fingers	Never use your feet to move anything or touch anyone	Try not to yawn in public

Communication & Teamwork

Communication – Key to a team's success

- Purpose:

    - Deliver a message

    - Keep people informed

    - Receive feedback

    - Promote team unity

    - Motivate

    - Escalation

    - Deal with issues

Team Performance

Effective Teamwork

- A team's journey starts from being a group of strangers to becoming a united team with a common goal

Effective Teamwork results from:

- A team whose size and resources match the task
- Good leadership and attention to team-building
- Commitment by the team to understand and identify goals
- Working together as a team to achieve those goals
- A shared sense of ownership and responsibility
- Co-ordinated effort and planned sharing of tasks evenly

Team Performance – The bad team

Big Bang Theory Video:

https://www.youtube.com/v/tDfY5L6CRPg&autoplay=1

"Portugal have Ronaldo. Brazil have Neymar.

Argentina have Messi……

…..**but Germany had a team**"

Team Performance

Team Success	Team Identity	Shared Vision	Communication	Collaboration & Participation	Issue Negotiation & Resolution	Reflection & Self-assessment
High Performing	Takes ownership of the task, accepts joint responsibility for success	Shared vision and objectives, developed jointly and regularly reviewed	Members actively share knowledge and ideas	Trust, honesty and full participation in harnessing the team expertise	Alternative views are welcomed positively and constructively	Team reviews members roles and the impact on the teams success or failures and acts on the outcome
Consistent	Team is focused on tasks that individual members need to solve	Team is working to a set of common objectives	Members communicate information when others need it	Team seeks ideas and solutions from all its members	Members are prepared to explain the reasoning behind their ideas and negotiate options	Different roles and responsibilities are discussed on occasion
Poor Performing	Members concern themselves only with their tasks and responsibilities	Members both individually and collectively, lack common goals and clear objectives	Knowledge is only shared on a need to know basis	Lack of trust, power struggles, reduced collaboration	Conflicting opinions remain unaddressed resulting in slow progress	No value in considering and negotiating how they work together

Forming, Storming, Norming and Performing (The Tuckman model)

Forming

- The creation of the team
- Get to know one another
- Focus on organisation
- Gathering impressions of one another and the tsk
- Avoidance of conflict
- Not much gets done
- Agree on goals

Storming

- Start to feel comfortable expressing discontent and challenging opinions
- Can sometimes feel unpleasant.
- Tolerance of each team member and differences should be emphasised
- Ensure "conflicting opinions" do not become destructive

Norming

- Team manages to come to one common goal
- All team members take the responsibility and have ambition to work toward success
- Danger that some team members do not want to share ideas to prevent "conflict"

Performing

- High performing team
- Find ways to get job done smoothly
- Motivated and knowledgeable
- Competent and autonomous

Effective Communication & Teamwork

Summary

- Definition of Communication

- Types of Communication – Verbal, Non Verbal

- Communication Style – Face to face, meetings, telephone etc

- Checklist for a successful meeting/conference call

- Barriers to communication

- Communication & Teamwork

- Attributes of a successful team

Questions

- **References**

  www.dilbert.com
  www.wikipedia.com
  www.managementstudyguide.com
  www.mindtools.com
  www.notesdesk.com
  www.managementsea.com
  www.emailreplies.com
  www.edipolmat.com